



## Virginia Volunteer Health System (VVHS) First Time User Instructions – Western Tidewater MRC

**Introduction:** Once approved as a Medical Reserve Corps (MRC) volunteer, you are expected to maintain your information in the Virginia Volunteer Health System (VVHS). Maintaining your account requires you to routinely keep your profile information, such as contact information, credentialing information, and emergency contact information. An accurate account will ensure that you receive important communication from your MRC unit.

**Instructions Purpose:** These instructions will demonstrate all the capabilities you have in VVHS. The following information reviews the steps for accessing and maintaining your VVHS account.

Step 1: Go to the VA MRC website ([www.vamrc.org](http://www.vamrc.org))

Once at the VA MRC website, you will notice VA Volunteer Health System to the left. Select this link and the Virginia Volunteer Health System website will open.

Step 2: Log onto the VVHS for the first time

- Select the Login link.
- A logon prompt box will appear on your screen.
- Type your user name and password into the corresponding fields. Click OK.
  - ✓ User names and passwords are case sensitive.

Step 3: Change Password

When logging into VVHS for the first time, you will be prompted to change your password. Password requirements are as follows:

- Passwords **MUST** be a minimum of FIVE characters in length;
  - Passwords must also contain at least ONE NUMERIC character;
  - Your last THREE previously used passwords are not permitted.
- ✓ The Change Password link allows you to CHANGE your password at anytime.
  - ✓ If you have forgotten your password, you can retrieve your password by utilizing the Forgot Password? link and answering your security question.

Step 4: Change My Profile

Change My Profile is used to enter and edit your basic information in VVHS. This includes:

- Volunteer Details.
- Credentials.
- Emergency Contact Details.
- Deployments.
- Summary.

Step 5: Alert History

Alert History is used to determine which ALERTS you have received. The query is generated utilizing a begin date and end date as parameters. The Begin and End Date, i.e., the initial starting/ending date for which the generation of this historical record of volunteer alerts, should begin in MM/DD/YYYY format - OR - click on the CALENDAR LINK to retrieve a POP-UP CALENDAR to select a specific date that will auto-fill this field.



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*PLEASE NOTE THE FOLLOWING REGARDING RECEIVING AND CONFIRMING ALERTS:*

To confirm an alert conduct the following:

- a. Upon answering phone, listen to automated greeting.
- b. Press any key to continue.
- c. When prompted, enter your 4-digit alerting security code.
- d. After entering alerting security code, listen to message.
- e. After listening to entire message, press 1 to confirm or press 2 to repeat.

✓ Each volunteer will be issued a VVHS Alerting wallet size card to keep your information. The card contains the following information: User Name, Password, Alerting Security Code, MRC Unit, and Telephone #.

### Step 6: Change Pin

Change Pin allows you to CHANGE your PERSONAL IDENTIFICATION NUMBER (PIN)/ALERTING SECURITY CODE. The PIN Number / Alerting Security Code is a 4-DIGIT number that you create.

- ✓ Note: By default, all you are assigned 1000 as your PERSONAL IDENTIFICATION NUMBER (PIN)/ALERTING SECURITY CODE. However, the PERSONAL IDENTIFICATION NUMBER (PIN)/ALERTING SECURITY CODE can be changed at anytime you choose.
- ✓ Your Pin and Alerting Security Code are no different from one another. References to Pin will be deleted from the system shortly.

### Step 7: Unsubscribe

By choosing the unsubscribe option you are removing your name as a MRC volunteer. Should you wish to rejoin the MRC please contact your local MRC Unit and the Coordinator can subscribe you back to VVHS.

If you are temporarily unavailable, due to illness or extended vacation, you can indicate so by checking the temporarily unavailable option in your volunteer profile at the bottom of the EMERGENCY CONTACT DETAILS tab.

### Step 8: Help

The Help section provides you with contact information for the VVHS OIM support desk. Please contact them if you are experiencing a technical problem. The contact information for your MRC Coordinator is also available by selecting the MRC & Volunteer Contact Information link. Please feel free to contact your local MRC Coordinator if you have any questions about volunteering or the VVHS.

### Step 9: Sign Out

Sign out allows you to log out and close the window to VVHS. Upon selecting Sign Out, you will be asked, "Are you sure you want to exit the application?". Select "OK" to exit the VVHS system.

**Conclusion:** By completing each of the above steps, you will be able to effectively maintain your account in the Virginia Volunteer Health System. It is not necessary to follow the above outlined steps in the exact order as described above.